

## NOTICE OF BULLETIN CORRECTION

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### PERSONNEL SPECIALIST

#### MULTI-DEPARTMENTAL OPEN EXAMINATION CALIFORNIA STATE GOVERNMENT

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Examination Title: **PERSONNEL SPECIALIST**  
Examination ID#: **6HR38**  
Final Filing Date: **December 20, 2006**

The attached bulletin for the Personnel Specialist examination dated November 28, 2006, supersedes the bulletin for the Personnel Specialist examination dated November 22, 2006.

A correction has been made for the "Participating Departments" on page 1 of the examination bulletin. The "Participating Departments" should read:

**DEPARTMENT OF CONSUMER AFFAIRS  
DEPARTMENT OF CORPORATIONS  
DEPARTMENT OF HEALTH SERVICES  
DEPARTMENT OF JUSTICE  
DEPARTMENT OF SOCIAL SERVICES  
DEPARTMENT OF WATER RESOURCES  
EMPLOYMENT DEVELOPMENT DEPARTMENT  
WATER RESOURCES CONTROL BOARD**

If you meet the minimum qualifications for the Personnel Specialist based on the "Requirements for Admittance to the Exam" on page 2 of the bulletin and would like to participate in this examination, please file an Examination Application (STD 678) following the filing instructions on how to apply on page 1 of the bulletin. To view or download a copy of the examination bulletin, go to: <http://www.edd.ca.gov/hrseotx.htm>.

If you have already submitted an Examination Application (STD 678) for this Personnel Specialist examination, you DO NOT need to submit another application.

If you have any questions regarding this notice or the Personnel Specialist exam, please contact Chris Gist at (916) 653-1671.



# PERSONNEL SPECIALIST

## MULTI-DEPARTMENTAL OPEN EXAMINATION

### CALIFORNIA STATE GOVERNMENT

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

#### PARTICIPATING DEPARTMENTS

DEPARTMENT OF CONSUMER AFFAIRS  
DEPARTMENT OF CORPORATIONS  
DEPARTMENT OF HEALTH SERVICES  
DEPARTMENT OF JUSTICE  
DEPARTMENT OF SOCIAL SERVICES  
DEPARTMENT OF WATER RESOURCES  
EMPLOYMENT DEVELOPMENT DEPARTMENT  
WATER RESOURCES CONTROL BOARD

#### POSITIONS EXIST

All positions exist in Sacramento.

#### POSITION DESCRIPTION

Under close supervision as a trainee and under general supervision at the journey level, and in accordance with established procedures, incumbents perform increasingly difficult duties in a variety of personnel transaction areas. Incumbents process and maintain payroll/personnel transactions and employee benefits for a roster of employees. Incumbents interpret and apply the laws, rules, and policies of the different agencies by utilizing various reference manuals. Incumbents act as consultants for employees and attendance clerks who have questions and/or problems relating to payroll/personnel transactions.

#### SALARY RANGE

\$2516 - \$3933 per month

#### EXAMINATION DATES

Final Filing Date: **Wednesday, December 20, 2006**  
Written Test Date: Anticipated on Saturday, February 24, 2007  
Written Test Location: Sacramento only

#### HOW TO APPLY

To apply for this examination, submit a completed Examination Application (STD 678) **POSTMARKED** no later than the final filing date. Applications postmarked after the final filing date will not be accepted for any reason. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 PM ON THE FINAL FILING DATE**. Faxed applications are prohibited. Submit Examination Applications (STD 678) **DIRECTLY** to:

#### **MAILING ADDRESS:**

Employment Development Department  
Human Resource Services Division, MIC 54  
Attention: Personnel Specialist Exam  
P.O. Box 826880  
Sacramento, CA 94280-0001

***DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD***

**Note:** All applications must include "from" and "to" dates (month/day/year), time base, and civil service class titles. Applications received without this information may be rejected because of incomplete information.

**SEE PAGE 2 FOR ADDITIONAL INFORMATION**

**REASONABLE  
ACCOMMODATIONS**

If you need an accessible test location, an interpreter, or other special testing arrangements because of a disabling condition or your religious beliefs, please complete question 2 and/or 3 on page 1 of the Examination Application (STD 678). You will be contacted and necessary arrangements will be made.

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**WHO SHOULD APPLY**

Persons who meet the minimum qualifications as stated on this bulletin should apply. This is an open examination. Applications will not be accepted on a promotional basis.

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**ELIGIBLE LIST  
INFORMATION**

An open multi-departmental eligible list will be established for the use of the eight departments listed on page 1. Eligible persons on the list may receive employment inquiries from any of these departments. Eligibility expires 12 months after it is established unless the needs of the services and conditions of the list warrant a change in this period.

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**REQUIREMENTS  
FOR ADMITTANCE  
TO THE  
EXAMINATION**

**Note:** All applicants must meet the education and experience requirements for this examination by the **written test date**.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I "or" II. For example, candidates possessing qualifying experience amounting to 50 percent of the required time of Pattern I, and additional experience amounting to 50 percent of the required time of Pattern II, may be admitted to an examination as meeting 100 percent of the overall experience requirements.

**Minimum  
Qualifications****EITHER I**

One year of experience in the California state service performing office duties at a level of responsibility equivalent to an Office Assistant, Range B.

**OR II**

Two years of office experience. {Academic education above the 12<sup>th</sup> grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business nature being equivalent to six months of experience.}

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**ADDITIONAL DESIRABLE  
QUALIFICATIONS**

Familiarity with automated systems.

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**EXAMINATION  
INFORMATION**

This examination will consist of a written exam weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. The contents of the written exam will be based upon the SCOPE.

Written Test

Candidates will be required to complete a written test consisting of multiple choice questions. The test will consist of four segments:

- Understanding Job-related Reading Material
- Mathematical Computations
- Data Comparison Accuracy
- Workplace Scenarios

**Candidates who do not appear on the date and time for their scheduled written test will be disqualified from the examination process. Rescheduled testing times will not be allowed.**

**SCOPE****A. Knowledge of:**

1. Communication principles and techniques to provide information, direction, and ensure consistency, conformity and compliance with laws, rules, regulations, Memorandum of Understandings, policies, procedures, etc. relating to various personnel/payroll functions.
2. Principles and process for providing quality customer service.
3. Basic math principles as they relate to personnel/payroll matters (e.g. salary determinations, accounts receivable, lump sum payment calculations, etc.)
4. Current office methods, procedures, and equipment (e.g. information disclosure, customer service, 10-key calculator, word processing and spreadsheet software, internet, databases, e-mail, fax machine, photocopier, typewriter, etc.) to ensure the efficient operation of personnel/payroll services.

**B. Ability to:**

1. Comprehend written documents to ensure conformity, consistency, and compliance with codes, rules, laws, and procedures.
2. Prioritize workload in order to meet deadlines for the delivery of products or services.
3. Recognize and find errors in personnel/payroll documents or keying in order to resolve discrepancies.
4. Introduce and explain changes to customers in a positive manner.
5. Communicate in English at a level required for successful job performance.
6. Recognize the sensitive nature and/or political ramifications of a situation.
7. Be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines and courses of action.
8. Think logically in order to take appropriate action.
9. Independently interpret and use reference materials and sources to ensure conformity, consistency and compliance with rules and regulations.
10. Multitask in order to effectively manage workload and comply with mandated policies and deadlines.
11. Organize and prioritize work to effectively manage workload and to comply with mandated policies, procedures, laws, and rules in a highly structured, deadline-driven work environment.
12. Display ethical conduct and understand the impact on an organization of violating these standards.
13. Learn and retain new information to properly complete assigned work.

**CAREER CREDITS**


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This is an open examination. Career Credits do not apply for this exam. (Please refer to the *General Information* portion of this examination bulletin for additional information regarding Career Credits.)

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**VETERANS  
PREFERENCE CREDIT**

Veterans preference credit will be added to the final score of those competitors who are successful in this examination, and who qualify for and have requested these credits. Due to the changes in the law, which were effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veterans preference credit. (Please refer to the *General Information* portion of this examination bulletin for additional information regarding veterans preference credit and other important information.)

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**INQUIRIES ABOUT  
THIS EXAMINATION**

All potential applicants are encouraged to read this entire bulletin.

Examination information can also be obtained on the Internet at [www.edd.ca.gov](http://www.edd.ca.gov) or at [www.spb.ca.gov](http://www.spb.ca.gov). Inquiries about this examination for issues not explained in this bulletin or at these internet sites should be directed to Chris Gist at (916) 653-1671.

## GENERAL INFORMATION

**THE PARTICIPATING DEPARTMENTS** reserve the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

**IT IS THE CANDIDATE'S RESPONSIBILITY** to contact the EDD, Human Resource Services Division, (916) 654-6869, four weeks after filing his/her application if he/she has not received a Receipt of Application notice and/or **THREE DAYS PRIOR TO THE WRITTEN TEST DATE** if he/she has not received his/her notice to appear for the written exam. If a candidate's notice of testing fails to reach him/her prior to the day of the test due to a verified postal error, he/she will be rescheduled upon written request.

**EXAMINATION APPLICATIONS** (STD 678) are available at local offices of the Employment Development Department, at the State Personnel Board, and on the Internet at [www.spb.ca.gov](http://www.spb.ca.gov).

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

**GENERAL QUALIFICATIONS:** Candidates should possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

**EXAMINATION LOCATIONS:** This written examination will take place in Sacramento only. Each candidate will be notified of the time, date, and location of the written test in advance of the actual test.

**ELIGIBLE LISTS:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

**CAREER CREDITS:** Career Credits are granted only in Open, Non-promotional examinations, as follows: 1) State employees with permanent civil service status; 2) full-time employees of the State who are exempt from State civil service pursuant to the provision of Section 4 of the Article VII of the California Constitution, meet all qualification requirements specified by the Board, and have 12 consecutive months of service in an exempt position; and 3) members of the California Conservation Corps who have served one full year or are graduates of the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria and who pass the examination. Such examinations cannot be for managerial positions as described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section on the Application Form 678. (Section 4 of the Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento, CA.)

**VETERANS PREFERENCE:** California law allows granting of veterans preference credit in Open and Open, Non-promotional examinations. Credit in open entrance examinations is granted as follows: 15 points for disabled veterans; and 10 points for all other veterans, widows and widowers of veterans, and spouses of 100% disabled veterans. Credit in Open, Non-promotional examinations is granted as follows: 10 points for disabled veterans and five points for other veterans. Directions for applying for veterans preference credit are on the Veterans Preference Application (Form 1093) which is available from the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001, and participating offices of the Employment Development Department, and on the Internet at [www.spb.ca.gov](http://www.spb.ca.gov).

EMPLOYMENT DEVELOPMENT DEPARTMENT  
Human Resource Services Division, MIC 54  
P.O. Box 826880  
Sacramento, CA 94280-0001  
Telephone/Exam Hotline: (916) 654-6869  
Web site: [www.edd.ca.gov](http://www.edd.ca.gov)

California Relay Service for Hearing Impaired:  
From TDD Phone: (800) 735-2929  
From Voice Phone: (800) 735-2922

*TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.*